

**A RESOLUTION
BY TRANSPORTATION COMMITTEE**

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH EVALUATIONS SYSTEMS FOR PERSONNEL, FC-6005008005, FOR MYSTERY SHOPPING SERVICES TO MONITOR AND ENSURE OPTIMAL CUSTOMER SERVICE IS PROVIDED BY CONCESSION OPERATORS AT HARTSFIELD JACKSON ATLANTA INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FORTY EIGHT THOUSAND THREE HUNDRED FIFTEEN DOLLARS AND FORTY CENTS (\$348,315.40); ALL CONTRACTED WORK FOR THE FIRST YEAR SHALL NOT EXCEED ONE HUNDRED TWENTY FOUR THOUSAND NINE HUNDRED SEVENTY FIVE DOLLARS AND NO CENTS (\$124,975.00); ALL CONTRACTED WORK WILL BE CHARGED TO AND PAID FROM FUND, ACCOUNT AND CENTER NUMBER 2H01 (AIRPORT REVENUE FUND) 524001 (CONSULTANT/PROFESSIONAL SERVICES) R51003 (CONCESSIONS); AND FOR OTHER PURPOSES.

WHEREAS, the City of Atlanta ("City"), as owner and operator of the Hartsfield-Jackson Atlanta International Airport (Airport), contracts with various concession operators providing services to thousands of travelers passing through the Airport every year; and

WHEREAS, the General Manager of the Department of Aviation desires to contract for mystery shopping services to monitor and ensure the various concession operators are providing optimal customer service to the traveling public; and

WHEREAS, the General Manager of the Department of Aviation and the Chief Procurement Officer recommend that the Agreement, FC-60050080056, for Mystery Shopping Services, be awarded to Evaluations Systems for Personnel, in an amount not to exceed Three Hundred Forty Eight Thousand three Hundred Fifteen Dollars and Forty Cents (\$348,315.40).

WHEREAS, the first year of the contract will be in an amount not to exceed One Hundred Twenty Four Thousand Nine Hundred Seventy Five Dollars and No Cents (\$124,975.00).

WHEREAS, the second year of the contract will be in an amount not to exceed One Hundred Ten Thousand Forty Dollars and Fifteen Cents (\$110,040.15) and the third year will be in an amount not to exceed One Hundred Thirteen Thousand Three Hundred Dollars and Twenty Five Cents (\$113,300.25).

THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA, HEREBY RESOLVES, that the Mayor is authorized to enter into an Agreement with Evaluations Systems for Personnel ("ESP"), FC-6005008005, for Mystery Shopping Services, in an

amount not to exceed Three Hundred Forty Eight Thousand three Hundred Fifteen Dollars and Forty Cents (\$348,315.40).

BE IT FURTHER RESOLVED, that the term of the Agreement will be for a three (3) period with no renewal options.

BE IT FURTHER RESOLVED, the first year of the contract will be in an amount not to exceed One Hundred Twenty Four Thousand Nine Hundred Seventy Five Dollars and No Cents (\$124,975.00).

BE IT FURTHER RESOLVED, the second year of the contract will be in an amount not to exceed One Hundred Ten Thousand Forty Dollars and Fifteen Cents (\$110,040.15) and the third year will be in an amount not to exceed One Hundred Thirteen Thousand Three Hundred Dollars and Twenty Five Cents (\$113,300.25).

BE IT FURTHER RESOLVED, that all contracted work will be charged to and paid from Fund, Account and Center Number 2H01 (Airport Revenue Fund) 524001 (Consultant/Professional Services) R51003 (Concessions).

BE IT FURTHER RESOLVED, that the City Attorney is directed to prepare an appropriate Agreement for execution by the Mayor.

BE IT FINALLY RESOLVED, that this Agreement will not become binding on the City and the City will incur no liability or obligation under it until it has been executed by the Mayor, attested to by the Municipal Clerk, approved as to form by the City Attorney and delivered to ESP.

***Legislative White Paper
(FC-600500 8005) Mystery Shopper Services at H-JAIA***

Committee of Purview: **Transportation**

Caption

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AN AGREEMENT WITH EVALUATIONS SYSTEMS FOR PERSONNEL, FC-6005008005, FOR MYSTERY SHOPPING SERVICES TO MONITOR AND ENSURE OPTIMAL CUSTOMER SERVICE IS PROVIDED BY CONCESSION OPERATORS AT HARTSFIELD JACKSON ATLANTA INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FORTY EIGHT THOUSAND THREE HUNDRED FIFTEEN DOLLARS AND FORTY CENTS (\$348,315.40); ALL CONTRACTED WORK FOR THE FIRST YEAR SHALL NOT EXCEED ONE HUNDRED TWENTY FOUR THOUSAND NINE HUNDRED SEVENTY FIVE DOLLARS AND NO CENTS (\$124,975.00); ALL CONTRACTED WORK WILL BE CHARGED TO AND PAID FROM FUND, ACCOUNT AND CENTER NUMBER 2H01 (AIRPORT REVENUE FUND) 524001 (CONSULTANT/PROFESSIONAL SERVICES) R51003 (CONCESSIONS); AND FOR OTHER PURPOSES.

Council Meeting Date: September 5, 2006_____

Legislation Title: FC-600500 8005, Mystery Shopper Services at H-JAIA

Requesting Dept.: Department of Procurement

Contract Type: Professional Services

Source Selection: Sealed Proposals

Bids/Proposals Due: January 11, 2006

Invitations Issued: 51

**Number of Bids/
Proposals Received:** 5

Bidders/Proponents: Evaluation Systems for Personnel; Sales Support, Inc.; A Customer Point of View; MB Enterprises; Maritz Research

Justification Statement: Mystery Shopper is a Quality Assurance program which serves as an unbiased opinion on the quality of service that the passengers and employees are receiving. It is a Customer Service barometer, a measuring tool for day-to-day activities in Airport retail. This includes all facility management, staff appearance, product value and transaction processes.

Background: There are 214 retail, food and beverage, and service concessions throughout the Atrium and the Airport's six concourses covering approximately 205,000 square feet. We are currently processing about 10,000 transactions daily. Mystery Shopper monitoring will be vital to

the oversight and will serve as a basis for most of our customer service programs.

Fund Account Center: _2H01 (Airport Revenue Fund) 524001 (Consultant/Professional Services)
R51003 (Concessions).____

Source of Funds: _____

Fiscal Impact: \$348,315.40 _____

Term of Contract: Three (3) years.

Method of Cost Recovery: N/A

Approvals:

DOF:

DOL:

Prepared By: Clarissa Brome

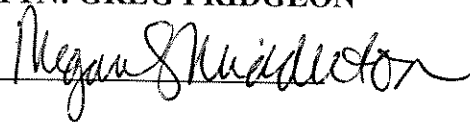
Contact Number: 404-330 6379

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG PRIDGEON

Legislative Counsel (Signature): Megan S. Middleton



Contact Number: 6207

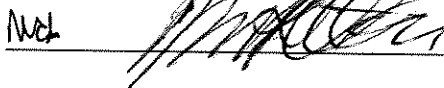
Originating Department: Aviation

Committee(s) of Purview: Transportation

Council Deadline: August 14, 2006

Committee Meeting Date(s): August 30, 2006 Full Council Date: Sept. 5, 2006

Commissioner Signature



CAPTION

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FINANCIAL IMPACT (if any) \$348,315.40

Mayor's Staff Only

Received by Mayor's Office:

8-15-06
(date)

Reviewed by:

Submitted to Council:

(date)